

Inglés técnico para logística

Objetivo

This course aims to prepare the learner with the basic tools to carry out tasks in international work environments in English, with knowledge of the most common formal and everyday expressions. By the end of the course the learner will have studied the language necessary to feel confident when discussing the most important technical details of international logistics management.

30 Horas de teoría.

B1 Nivel MCER recomendado.

6 Unidades.

Programa del curso

Unit 1: Formal and everyday expressions in logistical operations

- 01 Using different registers in business relationships
 - * **Function** - Greetings
 - * **Function** - Recognising formal / informal register
- 02 Grammar - Courtesy, making requests, interrupting, confirming
 - * **Grammar** - Courtesy, making requests, interrupting, confirming
- 03 Using the appropriate register in different areas of business
 - * **Function** - using appropriate register in various business situations
- 04 General areas of business / Grammar and vocabulary related to business situations
 - * **Function** - Describing sectors / areas of business and the roles within them
- 05 Logistics vocabulary

This lesson includes the most typical language and terminology used in the logistics sector. There are contextual examples and exercises to consolidate the new words learnt.
- 06 Test exercises

This test reviews the language covered in the first module: greetings & farewells, formal language and business vocabulary in general.

Unit 2: Document management in international trade

07 Giving instructions

This lesson covers the typical language and structures needed to give and understand orders and instructions.

08 International commercial transactions

This lesson gives an example of the vocabulary and function of international commercial agreements.

09 Proof of delivery & Fax

This lesson covers some aspects of business communication and information.

10 Purchasing order

This lesson introduces the learner to the structure and possible formats of purchase orders.

11 Administration. Bills and Invoices

Learners will cover vocabulary, both formal and informal, related to invoices and bills. They will learn about the function and format of invoices and bills and will be able to construct and comprehend invoices. Dialogues will consolidate what has been learned and will give the learner listening and pronunciation experience related to invoices and bills. Numbers and calculations are covered so that the learner can practice simple mathematical calculations in English.

12 Requesting payment

Language and models of correspondence to request late payment.

13 Buying and selling from catalogues / Writing a cheque

14 Test exercises

This test focuses on the introduction to different types of documents used in international logistics.

Unit 3: Customer service

15 Terminology related to international operations

This lesson presents some of the terminology used in the logistic and transport sector.

16 Exchanging information & Correspondence

This lesson covers various ways to deal with requests for information, indirect questions, formal and informal language and talking on the telephone.

17 Making an order

* **Function** - Making an order

18 Administration. Taking messages

Relevant vocabulary: phone message, caller, certainly, to call back, to wish, to be convenient, to see face to face, to see in person, to leave a message, to be unavailable, to postpone, it is personal.

Looking at the format and use of phone messages.

Dialogues, phone calls and questions to practice typical business related phone messages and the vocabulary and skills needed to transcribe the relevant information.

19 Useful expressions and vocabulary

Functions: complaints, apologies and requests.

20 Management. Complaints

Vocabulary and phrases related to complaints and goods that could be faulty. Exercises which review the structure of a letter of complaint. Dialogues and exercises that show how to write a letter of apology.

21 Test exercises

This test covers the language and functions seen in the unit: asking for and giving information, logistics terminology and customer service.

Unit 4: Commercialisation of logistics services

- 22 Do's and Don'ts of International Business
How to greet, give presents, etc.
- 23 Sales meeting - Specific vocabulary
- 24 Negotiation with providers and professionals: Problems with Delivery Suppliers
* **Lexis** - Documentation and suppliers
* **Function** - Dealing with suppliers
- 25 Describing a product
This lesson provides the learner with the necessary vocabulary and structures to give clear information about a product, its size, weight etc. The language is used in context with a short conversation between the customer and shopkeeper.
- 26 The right media to promote your business
In this lesson students will learn about the different mediums available to advertise a business and the pros and cons of each.
In addition the student will learn vocabulary related to marketing that includes the area of internet advertising and presents and practices the language of market campaigning in context to describe the effect of new technology on different media such as television, radio or the internet.
- 27 Test exercises
This test covers the language used to commercialise logistics services: cultural norms, sales meetings, describing products etc.

Unit 5: Formal written communication

- 28 Written Correspondence
* **Function** - Written correspondence
- 29 Informal e-mails
An introduction to informal emails including typical expressions and vocabulary.
- 30 Formal e-mails and letters
An introduction to formal emails and letters. Typical expressions and layout.
- 31 Writing a report
This lesson covers how to write a report. Learners will see the different parts of a report and the typical language used in business reports.
- 32 Presentations
This lesson covers the essential vocabulary needed to give a presentation in English. Learners will ways to organise a talk as well as the typical signposting language that guides an audience through the content.
- 33 Test exercises
This test covers the functions and vocabulary covered in the unit: formal and informal correspondence, reports and presentations.

Unit 6: Managing the internationalisation of logistics services

34 Global English

In this lesson:

- * **Grammar:** Articles
- * **Pronunciation:** Homophones

35 Cultures around the world

Vocabulary: Customs and traditions

Skills: Talking about customs and traditions

36 Incoterms

This lesson presents the most commonly-used Incoterms and their meanings.

37 International Logistics Services - Documentation

This lesson covers the processing of documentation for transport operations, financial matters and international logistics services.

38 Import and export - A company and its service

In this lesson the student will hear and follow a request for services provided by an import and export company.

In addition the student will see how a complaint is dealt with and practice and consolidate vocabulary related to the field of import and export.

39 Departures, Arrivals & Useful Terms

This lesson introduces the most basic vocabulary used in sea travel. Learners see useful language to talk about parts of a ship and the processes that happen during sailing.

40 Test exercises

This test covers the language and functions seen in the previous unit: global English, Incoterms, imports & exports.

Final test

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Learners complete a series of exercises to check their comprehension of the language and structures covered during the course.